

Appendix E: List of Courses by Competency¹

Technical Competencies

T1 Life-cycle Management

- Army Maintenance Management
- Defense Inventory Management
- Depot Quality Operations
- Design for Manufacturing and Manufacturing for Product Reliability
- Logistics Management Development Course
- Managing Change
- Production Reliability Assurance
- Quality Assurance Orientation
- Quality Assurance Provisions Engineering
- Test Evaluation Organization and Responsibilities

T2 Q&RA Standards and Procedures

- ASQC Certified Quality Manager (CQM) Examination Refresher Course
- Depot Quality Operations
- Failure Mode & Effects Analysis (FMEA)
- In-Plant Quality Assurance
- Internal Auditing for ISO 9000 and QS-9000
- Internal Auditor Training
- Introduction to Reliability, Availability, and Maintainability
- Nondestructive Testing
- Process Management
- Product Quality Management
- Purchasing
- Quality Assurance Orientation/Item Familiarization
- Quality Assurance Orientation
- Standards and Calibrations Laboratories: Principles and Practice
- Statistical Analysis
- Statistical Process Control
- Statistical Process Control Chart Interpretation
- Statistical Process Control (SPC) and Team Building
- Technical Data Package Development/Preparation
- User Reporting

T3 Defense/Army-Specific Q&RA Publications/ Documentation

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Department of the Army Publications
In-Plant Quality Assurance
Introduction to Reliability, Availability, and Maintainability
Procurement Quality Assurance
Quality Assurance Orientation
Specifications and Standards
Technical Data Package Development/Preparation

T4 Development of Q&RA Standards and Procedures

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Procurement Quality Assurance
Product Quality Management
Quality Assurance for Commercial Activities
Quality Assurance Provisions Engineering
Specifications and Standards
Technical Data Package Development/Preparation

T5 Application of Q&RA Standards and Procedures

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Department of the Army Publications
Depot Quality Operations
Design for Manufacturing and Manufacturing for Product Reliability
Engineering Drawing Interpretations and Technical Data Packages
Engineering Print Reading I: Principles
Failure Mode & Effects Analysis (FMEA)
In-Plant Quality Assurance
Internal Auditing for ISO 9000 and QS-9000
Internal Auditor Training
Process Management
Procurement Quality Assurance
Product Quality Management
Purchasing
Research Project
Specifications and Standards
Statistical Process Control

T6 Manufacturing Processes and Procedures

Army Maintenance Management
Basic Electronics For Non Electronic Engineers
Department of the Army Publications
Depot Operations Management
Environmental Stress Testing for Product Reliability
Equipment Familiarization
Functional Gaging & Inspection Techniques

- Introduction to Machining Processes
- Introduction to Metal Fabrication Processes
- Manufacturing Process Quality Reviews
- Nondestructive Testing
- Precision Mechanical Measuring Techniques
- Process Management
- Production Reliability Assurance

T7 Repair, Maintenance, and Overhaul

- Army Maintenance Management
- Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
- Department of the Army Publications
- Depot Operations Management
- Depot Quality Operations
- Introduction to Army in the Field
- Nondestructive Testing
- Process Management
- Soldering Techniques & Printed Circuit Board Repair

T8 Special Processes

- Basic Corrosion
- Contamination Control - Fundamentals, Engineering and Applications
- Corrosion Control
- Corrosion of Aging Aircraft
- Electro-Static Discharge/Electrical Overstress in the Electronics Factory
- Environmental Stress Testing for Product Reliability
- Introduction to Machining Processes
- Introduction to Metal Fabrication Processes
- Nondestructive Testing
- Process Management
- Production Reliability Assurance
- Soldering Techniques & Printed Circuit Board Repair

T9 Commodity

- Advanced Commodity Training
- Basic Commodity Training
- Basic Corrosion
- Basic Electronics For Non Electronic Engineers
- Corrosion Control
- Corrosion of Aging Aircraft
- Depot Operations Management
- Electro-Static Discharge/Electrical Overstress in the Electronics Factory
- Environmental Stress Testing for Product Reliability
- Functional Gaging & Inspection Techniques
- Introduction to Machining Processes

Introduction to Metal Fabrication Processes
Nondestructive Testing
Quality Assurance Orientation/Item Familiarization
Soldering Techniques & Printed Circuit Board Repair

T10 Skill in Interpretation of Technical Data

Basic Electronics For Non Electronic Engineers
Defense Specification Management
Department of the Army Publications
Engineering Drawing Interpretations and Technical Data Packages
Engineering Print Reading I: Principles
Geometric Dimensioning and Tolerancing
Military Standards
Precision Mechanical Measuring Techniques
Principles of Engineering Drawing Interpretation
Quality Assurance Provisions Engineering
Technical Data Package Development/Preparation

T11 Inspection and Testing of Materials, Products and Services for Acceptance and/or Compliance

Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
Functional Gaging & Inspection Techniques
Gage Metrology
Military Standards
Nondestructive Testing
Planning and Conducting Management Audits and Studies
Precision Mechanical Measuring Techniques
Quality Assurance Provisions Engineering
Reliability: A Practical Approach
Reliability: Failure Analysis Techniques and Sneak Analysis
Standards and Calibrations Laboratories: Principles and Practice
Test and Evaluation of Army Materiel
Test Evaluation Organization and Responsibilities

T12 Evaluation of Processes for Acceptance and/or Compliance

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
Corrective Action, Complaints, Quality Records, and Training
Depot Operations Management
Equipment Familiarization
Evaluating the Measurement Process
Failure Mode & Effects Analysis (FMEA)
In-Plant Quality Assurance
Nondestructive Testing

Planning and Conducting Management Audits and Studies
Process Management
Reliability: Failure Analysis Techniques and Sneak Analysis
Soldering Techniques & Printed Circuit Board Repair

T13 Non-Compliance Resolution

Corrective Action, Complaints, Quality Records, and Training
In-Plant Quality Assurance
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Quality Assurance for Commercial Activities
Quality Information Systems
User Reporting

T14 Trends in Quality and Reliability Management

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Design for Manufacturing and Manufacturing for Product Reliability
Environmental Stress Testing for Product Reliability
Introduction to Reliability, Availability, and Maintainability
Total Quality Management (TQM)

T15 Marketing and Sales

Oral Communication

T16 Auditing Skills/Techniques

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Engineering Drawing Interpretations and Technical Data Packages
Engineering Print Reading I: Principles
In-Plant Quality Assurance
Internal Auditing for ISO 9000 and QS-9000
Internal Auditor Training
Leadership and Team Building
Manufacturing Process Quality Reviews
Oral Communication
Planning and Conducting Management Audits and Studies

T17 Software QA Standards and Procedures

Defense Specification Management
Software Quality Assurance

T18 Statistical Principles and Applications

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Evaluating the Measurement Process
Problem-Solving Tools for Quality Improvement
Process Improvement Tools

Process Management
Statistical Analysis
Statistical Process Control
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Statistical Process Control for Short Runs
Statistical Quality Control
Statistical Quality Control and Reliability
Tools for QA-9000

T19 Sampling

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Quality Assurance for Commercial Activities
Statistical Analysis
Statistical Process Control
Statistical Process Control for Short Runs
Statistical Quality Control
Statistical Quality Control and Reliability

T20 Analysis Using Statistical Concepts and Methods

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Evaluating the Measurement Process
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Production Reliability Assurance
Statistical Analysis
Statistical Process Control
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Statistical Quality Control
Statistical Quality Control and Reliability
Tools for QA-9000
Total Quality Management (TQM)

T21 Continuous Improvement Tools

ASQC Certified Quality Manager (CQM) Examination Refresher Course
Basic Statistical Process Control
Evaluating the Measurement Process
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Total Quality Management (TQM)

T22 Defense Contracting

- Acquisition and Contracting
- Contracting Officer's Representative Course
- Defense Contracts Management for Technical Personnel
- In-Plant Quality Assurance
- Management of Defense Acquisition Contracts (Basic)
- Procurement Quality Assurance
- Product Quality Management
- Quality Assurance Provisions Engineering

T23 Security Assistance/Foreign Military Sales

- Leadership and Team Building
- Management of Defense Acquisition Contracts (BASIC)
- Oral Communication
- Product Quality Management

T24 Management of Hazardous Material

- Army Maintenance Management
- Depot Operations Management

T25 Logistics Quality

- Army Maintenance Management
- Commodity Command Standard System (CCSS)
- Decision Risk Analysis for Logisticians Course
- Defense Inventory Management
- Depot Operations Management
- Depot Quality Operations
- Integrated Logistics Support
- Introduction to Army in the Field
- Logistics Management Development Course
- Preservation and Packaging

T26 Release Policies and Procedures

- Product Quality Management

T27 Configuration Management

- Automatic Test Equipment, Test Program Sets, and Test Measurement, and Diagnostic Equipment
- Configuration Management
- Defense Specification Management
- Design Control
- Design for Manufacturing and Manufacturing for Product Reliability
- Engineering Drawing Interpretations and Technical Data Packages
- Engineering Print Reading I: Principles

T28 Fielding

Integrated Logistics Support
Introduction to Army in the Field
Logistics Management Development Course
Provisioning

T29 Classified and Controlled Documents

T30 Safety

Process Management

T31 Environmental Protection

Environmental Policy
Introduction to ISO 14000
ISO 14000 Implementation
Understanding and Tailoring Environmental Testing Specifications

Professional Competencies

P1 Integrity/Honesty

Human Behavior in Organizations
Management of Managers

P2 Reading

Principles of Engineering Drawing Interpretation
Quality Assurance Provisions Engineering
Supervisory Planning and Control Techniques
Technical Data Package Development/Preparation

P3 Oral Communication

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Oral Communication
Planning and Conducting Management Audits and Studies
Working Internationally

P4 Interpersonal Skills

Advanced Management Course
Human Behavior in Organizations
Leadership and Team Building
Management of Managers
Managerial Development Course
Statistical Process Control (SPC) and Team Building
Total Quality Management (TQM)
Working Internationally

P5 Teamwork/ Team Building

- Advanced Management Course
- Human Behavior in Organizations
- Leadership and Team Building
- Management of Managers
- Statistical Process Control (SPC) and Team Building
- Total Quality Management (TQM)

P6 Writing

- Administrative Systems Analysis and Design
- Administrative Systems Procedures, Analysis, and Design
- Effective Writing
- Planning and Conducting Management Audits and Studies
- Quality Assurance Provisions Engineering
- Working Internationally
- Written Communication

P7 Attention to Detail

- Management of Defense Acquisition Contracts (Basic)
- Manufacturing Process Quality Reviews
- Quality Assurance Provisions Engineering

P8 Reasoning

- Administrative Systems Analysis and Design
- Administrative Systems Procedures, Analysis, and Design
- Decision Risk Analysis for Logisticians Course
- Economic Analysis for Managers
- Managerial Development Course
- Planning and Conducting Management Audits and Studies
- Problem-Solving Tools for Quality Improvement
- Process Improvement Tools
- Research Project
- Statistical Process Control Chart Interpretation
- Statistical Process Control (SPC) and Team Building
- Statistical Quality Control
- Statistical Quality Control and Reliability

P9 Problem Solving

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Decision Risk Analysis for Logisticians Course
Economic Analysis for Managers
Human Behavior in Organizations
Managerial Development Course
Problem-Solving Tools for Quality Improvement
Process Improvement Tools
Research Project
Statistical Analysis
Statistical Process Control
Statistical Process Control Chart Interpretation
Statistical Process Control (SPC) and Team Building
Statistical Quality Control
Statistical Quality Control and Reliability
Total Quality Management (TQM)
Written Communication

P10 Decision Making

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Decision Risk Analysis for Logisticians Course
Economic Analysis for Managers
Financial Management
Financial Planning and Control Techniques
Human Behavior in Organizations
Managerial Development Course
Productivity Orientation Seminar

P11 Self-Management

Human Behavior in Organizations

P12 Planning

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Economic Analysis for Managers
Management of Managers
Managerial Development Course
Managing Change
Productivity Orientation Seminar
Supervisory Planning and Control Techniques

P13 Technology Application

Management Information Systems
Quality Information Systems

P14 Information Management

Management Information Systems
Quality Information Systems
Supervisory Planning and Control Techniques

P15 Organizational Awareness and Role of Q&RA Specialist

Management of Defense Acquisition Contracts (BASIC)
Product Assurance and Test
Product Quality Management
Quality Assurance Orientation/Item Familiarization

P16 Flexibility

Human Behavior in Organizations
Managerial Development Course
Working Internationally

P17 Learning

Human Behavior in Organizations
Total Quality Management (TQM)
Working Internationally

P18 Customer Service

Corrective Action, Complaints, Quality Records, and Training
Planning and Conducting Management Audits and Studies
Working Internationally

P19 Leadership

Advanced Management Course
Human Behavior in Organizations
Leadership and Team Building
Management of Managers
Total Quality Management (TQM)

P20 Teaching Others

Human Behavior in Organizations

P21 Influencing, Consensus-Building and Negotiating

Advanced Management Course
Human Behavior in Organizations
Leadership and Team Building

P22 Managing Human Resources

Advanced Management Course
Management of Managers

Productivity Orientation Seminar
Supervisory Planning and Control Techniques

P23 Conflict Management

Advanced Management Course
Human Behavior in Organizations
Management of Managers

P24 Financial Management

Advanced Management Course
Economic Analysis for Managers
Financial Management
Financial Planning and Control Techniques
Supervisory Planning and Control Techniques

P25 Professionalism

Oral Communication
Working Internationally

P26 Stress Tolerance

Management of Managers

P27 Creative Thinking

Administrative Systems Analysis and Design
Administrative Systems Procedures, Analysis, and Design
Managing Change
Working Internationally